

MICHIGAN DEPARTMENT OF CONSUMER & INDUSTRY SERVICES  
BUREAU OF COMMERCIAL SERVICES  
P.O. BOX 30018, LANSING, MI 48909  
517/241-9288

**HEARING AID DEALER LICENSING  
STATE LICENSING EXAMINATION  
DEALER EXAMINATION BULLETIN**

## **INTRODUCTION**

The licensing examination for Hearing Aid Dealers is designed to measure the knowledge, skills, and abilities deemed essential to protect the public's health, safety, and welfare.

## **GENERAL INSTRUCTIONS**

Candidates approved to take the examination(s) will receive an Admission Letter approximately two (2) weeks prior to the administration of the examination(s). This letter will include the examination(s) location, time and the Candidate Identification Number, which will serve as the required identifier on all examination papers. **Retain the Admission Letter as it is needed to gain admittance to the examination.** At the conclusion of the examination(s), the Admission Letter will be collected and retained by the Department.

**EQUIPMENT REQUIRED:** Otoscope; earlight; earmold impression material and accessories; sanitation supplies (alcohol, wipes, tissues); a box for retention of the final earmold impression for your examination file. The **mandatory** color-coded earmolds from Westone Laboratory (see below), lathe or moto-drill and accessories; equipment for grinding hard and soft earmolds; drill for venting; polishing materials; a box for retention of modified earmolds for your examination file; #13 standard tubing, and manufacturer's tubing cement.

**IN ORDER TO MAINTAIN UNIFORM EXAMINATION CRITERIA**, you are **required** to obtain the following earmolds for the modification procedures from the WESTONE LABORATORY, INC. P.O. BOX 3017, KALAMAZOO MI 49003, using the attached order blank:

Hard Shell Lucite (Red, non-vented) Right Earmold with Helix  
Soft Shell Flex (Blue, non-vented) Left Earmold with Helix

**You are responsible for supplying your own materials and equipment for use at the examination.**

## **ACCEPTABLE IDENTIFICATION / EXAM ADMISSION**

- You must bring this letter.
- You **MUST** bring OFFICIAL, SIGNED, PHOTO IDENTIFICATION. Acceptable ID's include: Driver's license, state issued identification, passport, military ID. All forms of identification **MUST** contain a photo and signature of the candidate.
- It is your responsibility to be at the exam site on time. *NO ONE* will be admitted once the exam begins.
- Bring at least two (2) sharp number two (2) pencils to the exam.

**NOTE:** You will **NOT** be allowed to enter the exam if you do not present the required photo identification or you are late to the exam. You will also forfeit your exam fee and will be required to submit a new exam application and fee in order to be re-scheduled.

## **CANDIDATE CONDUCT/INAPPROPRIATE BEHAVIOR**

Absolutely no copying of examination items is permitted. Anyone found removing, or attempting to remove, test materials from the examination room or anyone found to have been involved in inappropriate behavior, e.g. cheating, may have his/her scores invalidated. Cheating is defined as any activity, behavior or procedure employed by candidates that would enable them to pass an examination by dishonest,

fraudulent, or deceitful means. Examples would include, but are not limited to, obtaining answers from another individual's answer sheet, discussing the examination questions with another individual prior to completing the examination, having someone else take the examination for an individual, or using reference materials during a closed book test.

Candidates will be required to sign the following statement, at the time of the examination:

I certify that I am the candidate whose signature appears hereon. I also certify that because of the confidential nature of this examination, I will not copy or retain examination questions, or transmit in any form to any other person.

1. I will not give, receive, or use any assistance while taking the examination other than that expressly requested by me and authorized by the examination administrator and the Department of Consumer & Industry Services.
2. I agree that in the event a determination is made that I have cheated on the examination or engaged in inappropriate behavior during the administration of the examination, including but not necessarily limited to the conduct described in #1 above, my examination results will be invalidated and I will be required to wait for a period of not less than 180 days from the date of the behavior to reexamine. I further agree that said determination will be made by the examination administrator and the Department of Consumer & Industry Services that I hereby knowingly waive all legal recourse, if any, from said determination.

### **SPECIAL ACCOMMODATIONS**

If you require special accommodations because of a disability, a letter that specifies the disability and requested accommodation(s) must be submitted to the Bureau's Testing Services Unit. A physician or other licensed professional qualified to diagnose and treat the disability must provide detailed documentation of the disability. Because of the time required to review documentation and the possible need for additional information, your request should be mailed immediately if you have not already requested accommodations. Mail your request, and relevant documentation, to:

MI Department of Consumer & Industry Services  
Testing Services, Bureau of Commercial Services  
P. O. Box 30018  
Lansing, MI 48909

You may also wish to go to Testing Services' Web Site for additional information:

[www.michigan.gov/documents/ada\\_34254\\_7.pdf](http://www.michigan.gov/documents/ada_34254_7.pdf). A letter approving or denying your request will be sent following the review of information submitted.

### **WITHDRAWAL FROM EXAMINATION**

If you wish to withdraw from an examination for which you are scheduled, you must notify the Hearing Aid Dealer Licensing Office **in writing** at least seven (7) days prior to the examination in order to receive a partial refund of your examination fee. After this time, if you do not appear, or are denied admission to the examination, for any reason, the fee is non-refundable. **IN ORDER TO BE SCHEDULED FOR ANOTHER DATE, YOU MUST SUBMIT A NEW EXAMINATION FEE.**

## EXAMINATION FORMAT

<b>DEALER WRITTEN EXAMINATION*</b>	
Consists of four (4) written parts as follows.	
PART 1-A – General Information	Number of Questions
Audiometry	3
Hearing Aid Measurements	4
Hearing Aid Evaluation	6
Client Counseling	2
Hearing Aid Instruments	5
Total Questions for Part 1-A	20
<b>PART I-B – Fitting Problems - nine situations which require short written answers on:</b>	
Allergic Reactions	
Cause and Corrections for Soreness	
Client Complaints	
<b>Part II – Audiogram Interpretations (multiple choice based on brief medical histories and sample audiograms)</b>	<b>25</b>
<b>Part III – Otoscopic Examination (visual inspection and analysis of five photos depicting various pathological conditions of the eardrum.</b>	

\*In order to pass the written portion of the examination, you must score **80% or above** on each part.

### DEALER PRACTICAL EXAMINATION PART I - EARMOLD IMPRESSION

**SPECIAL INFORMATION** - If you are applying for the Dealer examination on the basis of a Certificate of Clinical Competency as an audiologist, and have **NOT** previously taken and passed the Salesperson examination, you will be required to complete the EARMOLD IMPRESSION portion of this examination. If you have previously passed EARMOLD IMPRESSION as part of the Salesperson licensing examination, it will not be necessary to repeat this portion of the test.

**GENERAL INFORMATION** - This is a practical demonstration of the making of an earmold impression, using a live model. Candidates **MUST** bring their own model for this part of the examination. Models **MUST** be at least 18 years of age and have a suitable ear; that is, no condition(s) that would preclude the making of the impression. If the candidate fails to bring a suitable model, the candidate will **NOT** be allowed to complete this portion of the examination. **NOTE:** Due to the nature of this part of the test, an examiner may stop the demonstration in the event that improper procedures, materials, or equipment may cause injury or discomfort to a model. An ear infection, occlusion of the ear canal, or other condition may also cause the examiner to stop the procedure.

<b>DEALER PRACTICAL EXAMINATION</b>	
CANDIDATES WILL BE EVALUATED ACCORDING TO THE FOLLOWING CRITERIA	
1. PREPARATION AND EXAMINATION OF EAR	<ul style="list-style-type: none"> <li>A. Sanitation of hands and equipment</li> <li>B. Use of otoscope (proper positioning and handling of instrument, support of model's head)</li> <li>C. Examination of the ear</li> </ul>
2. EARMOLD IMPRESSION TECHNIQUE	<ul style="list-style-type: none"> <li>A. Describe size and shape of foam or foam block needed</li> <li>B. Describe placement of block in relation to bend of ear</li> <li>C. Proper bracing/support on model's head during insertion of any/all instruments/materials into model's ear</li> <li>D. Proper positioning and use of earlight</li> <li>E. Correct size and proper insertion of block</li> <li>F. Proper insertion of earmold material</li> <li>G. Examination of ear with earlight after removal of earmold impression</li> <li>H. Proper cleansing of ear at completion of procedure</li> </ul>
3. GENERAL APPEARANCE OF FINAL IMPRESSION	<ul style="list-style-type: none"> <li>A. Correct filling of canal area beyond the second bend</li> <li>B. Correct filling of helix and anti-helix</li> <li>C. Well-defined tragus, anti-tragus, and bowl areas</li> </ul>

YOU **MUST PASS ALL THREE PARTS** OF THE EARMOLD IMPRESSION DEMONSTRATION TO COMPLETE THIS PART OF THE EXAMINATION. IF YOU FAIL ANY PORTION OF THE EARMOLD IMPRESSION, YOU MUST REPEAT THE ENTIRE PROCEDURE.

<b>PART II EARMOLD MODIFICATION*</b>
The <b>color-coded</b> earmolds are <b>required</b> for the State of Michigan Licensure Examination, you will not be permitted to use clear earmolds for the examination.
You will have a total of 50 minutes to complete the modification of both a hard and a soft earmold. You will have 30 minutes to complete one earmold on a re-examination.
<p>1. <b>HARD MATERIAL (Red):</b> Using one (1) hard material <b>RIGHT</b> earmold, complete these modifications:</p> <ul style="list-style-type: none"> <li>A. Shorten the canal</li> <li>B. Bell the canal</li> <li>C. Install a parallel vent (larger than a pin-hole or pressure vent)</li> <li>D. Grind the specified area as indicated by the examiner</li> <li>E. Install new tubing (#13 standard) securely in earmold and prepare earmold for insertion in the client's ear</li> </ul> <p>You will be evaluated on these factors:</p> <ul style="list-style-type: none"> <li>i. correct placement of tubing in relationship to helix (1 to 2 o'clock position)</li> <li>ii. tubing securely seated in earmold</li> <li>iii. correct trimming at the canal end (not into the belled area)</li> <li>iv. clear passage of air in tubing</li> </ul>

2. **SOFT MATERIAL (Blue):**  
Using one (1) soft material **LEFT** earmold, grind in the specified area as indicated by the examiner

The modified earmolds (both Hard and Soft) submitted for evaluation must have:

- A. no ridges
- B. no rough spots
- C. no sharp edges
- D. a good overall appearance and feel.

\*Your completed earmolds will be rated by three (3) independent examiners with an average of their ratings as your final score. The modified earmolds will be retained for your examination file.

### RELEASE OF SCORES

Your examination results will be sent within three (3) weeks by U.S. Mail. To protect the confidentiality of your test results, they will not be released by telephone nor discussed by the Hearing Aid Examiners. To be eligible for licensure you must pass all parts of the examination. You will be notified of each part of the test which you **PASS**. No individual scores are available.

If you fail any part of the examination, you may apply to be re-examined on the failed material. You will not need to take the entire test over. You will be sent a breakdown of your results to assist you in preparing for re-examination. **An application for re-examination will be sent to you with your examination results.**

### REVIEWS/APPEALS

If you fail any part of the written or practical examination, you may request a review of the failed part(s) by sending a written request within 30 days after you receive your results. **There is a \$20 fee (payable to: State of Michigan) to review an examination.**

Send your request to:

Michigan Department of Consumer & Industry Services  
Testing Services  
P. O. Box 30018  
Lansing, MI 48909-7518

Include name, address, candidate identification number, daytime phone number, examination taken and date of the examination. **Testing Services** will contact you to set up an appointment to review your examination. The \$20 fee must be received prior to the review. You will be required to present pictured and signed identification (see page one of this brochure regarding acceptable identification) in order to review your examination. There are no exceptions to this requirement. All examination reviews must be conducted at least **30 DAYS BEFORE** the next examination. You may review only failed portions of the test. No notes or test materials may be taken from the review sessions. If you have any questions about the review/appeal process, you may call **Testing Services** at 517/241-9289. **PLEASE NOTE:** No copying of test questions is allowed at review sessions or at the examination itself. Anyone attempting to remove test materials or notes from the examination/review session may be denied licensure. Thank you for your cooperation.

## REFERENCES

MICHIGAN OCCUPATIONAL CODE (PA 299 of 1980, as amended). Articles 1-6, and 13.  
Administrative Rules for Hearing Aid Dealers.\*

FEDERAL FOOD, DRUG AND COSMETIC ACT Guidelines for Compliance for Hearing Aids (Sec. 801.420-21) Federal Register, Vol. 42, #31, Revised April 1, 1998.\*

\*These two documents can be obtained from the MICHIGAN DEPARTMENT  
OF CONSUMER & INDUSTRY SERVICES, HEARING AID DEALER LICENSING OFFICE, P.O. BOX  
30018, LANSING MI 48909. (They will be sent with your application.)

TRAINING MANUAL FOR PROFESSIONALS IN THE FIELD OF HEARING INSTRUMENT SCIENCES.  
National Institute for Hearing Instruments Studies. 1993.  
International Hearing Society: Education Division, 20361 Middlebelt Road, Livonia MI 48152.  
313/478-2610.

THE HEARING AID: ITS OPERATION AND DEVELOPMENT. Kenneth W. Berger, 1984.  
International Hearing Society: Education Division, 20361 Middlebelt Road, Livonia MI 48152. ISBN  
0-911472-02-9 734/522-7200

HEARING AND DEAFNESS. Hallowell Davis, MD and S. Richard Silverman, PhD, 4th  
edition, 1978. New York: Holt, Rinehart & Winston. ISBN-0-03-089980-X

AUDIOLOGY. Hayes A. Newby, 4th edition, 1979. Prentice-Hall, Inc., Englewood  
Cliffs, NJ 07632. ISBN 0-13-050856-X

HEARING INSTRUMENT SCIENCE AND FITTING PRACTICES. Robert E. Sandlin, PhD.,  
editor, 1985. National Institute for Hearing Instruments Studies.  
International Hearing Society: Education Division, 20361 Middlebelt Road, Livonia MI 48152.  
313/478-2610.

Professional journals, such as HEARING INSTRUMENTS, HEARING JOURNAL, and AUDECIBEL may be  
helpful in preparing for the examination.

WESTONE LABORATORY, INC.  
P.O. BOX 3017  
KALAMAZOO, MI 49003  
(616) 323-8700

**\*\*ORDER FORM FOR THE STATE OF MICHIGAN LICENSURE EXAMINATION EARMOLDS\*\***

In order to receive one pair of earmolds to utilize during the Hearing Aid Dealers Earmold Modification portion of the State Examination, please complete and send the order blank below. The first pair of earmolds is provided at NO COST, (include \$1.00 for shipping and handling). Each additional earmold (hard or soft) is available for \$5.00 per earmold (shipping and handling included).

**NO TELEPHONE ORDERS      PLEASE ALLOW 7 DAYS FOR DELIVERY**

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WESTONE LABORATORY, INC.  
P.O. BOX 3017  
KALAMAZOO, MI 49003

Please provide me with one (1) set (hard right-**red** earmold and soft left-**blue** earmold) to utilize during the Hearing Aid Dealers Earmold Modification portion of the State of Michigan Licensure Examination.

The **color-coded** earmolds are **required** for the State of Michigan Licensure Examination, you will not be permitted to use clear earmolds for the examination.

Additional Earmolds: \$5.00 each. Complete the form below:

QUANTITY	EARMOLD	UNIT COST	TOTALS
1	1 pair	No Cost	0
	HARD SHELL LUCITE (right)	\$5.00	
	SOFT SHELL FLEX (left)	\$5.00	
	SHIPPING & HANDLING		\$1.00
	TOTAL AMOUNT ENCLOSED		

( ) Check or money order enclosed

( ) Bill my Westone Account # \_\_\_\_\_

NAME: \_\_\_\_\_

BUSINESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP \_\_\_\_\_

DAYTIME PHONE#: \_\_\_\_\_